

**Satisfaction Survey Results by Response for Fairfield County - 10194 Mid Ohio Psychological Services**

**Survey Dates: 12/5/2010 through 12/18/2010**

**Adult Consumer Satisfaction Survey ACSS - (Ohio Version MHSIP 03-09-10)**

Strongly Agree (1)    Agree (2)    Neutral (3)    Disagree (4)    Str Disagree (5)    Total:

**\*Note: Domain scores less than 2.5 are considered 'positive'**

Count:    Pct:    Count:    Pct:    Count:    Pct:    Count:    Pct:    Count:    Pct:

1. I like the services that I received here.	77	70%	28	25%	4	4%	1	1%	0	0%	110
2. If I had other choices, I would still get services from this agency.	73	66%	28	25%	6	5%	1	1%	2	2%	110
3. I would recommend this agency to a friend or family member.	72	65%	31	28%	7	6%	0	0%	0	0%	110
<b>General Satisfaction:</b>	<b>Domain Average:</b>		<b>1.41</b>								
4. The location of services was convenient.	64	57%	31	28%	11	10%	5	4%	1	1%	112
5. Staff were willing to see me as often as I felt it was necessary.	77	69%	30	27%	4	4%	0	0%	0	0%	111
6. Staff returned my call in 24 hours.	63	59%	33	31%	11	10%	0	0%	0	0%	107
7. Services were available at times that were good for me.	78	71%	28	25%	3	3%	0	0%	1	1%	110
8. I was able to get all the services I thought I needed.	74	69%	27	25%	4	4%	2	2%	0	0%	107
9. I was able to see a psychiatrist when I wanted to.	47	53%	25	28%	8	9%	7	8%	2	2%	89
<b>Access:</b>	<b>Domain Average:</b>		<b>1.50</b>								
10. Staff here believe that I can grow, change and recover.	74	68%	28	26%	7	6%	0	0%	0	0%	109
12. I felt free to complain.	71	65%	29	26%	10	9%	0	0%	0	0%	110
13. I was given information about my rights.	73	66%	33	30%	3	3%	0	0%	1	1%	110
14. Staff encouraged me to take responsibility for how I live my life.	72	65%	29	26%	10	9%	0	0%	0	0%	111
15. Staff told me what side effects to watch out for.	47	53%	22	25%	16	18%	2	2%	1	1%	88
16. Staff respected my wishes about who and who is not to be given info about my treatment.	72	69%	30	29%	2	2%	0	0%	1	1%	105
18. Staff were sensitivie to my cultural background.	68	66%	26	25%	9	9%	0	0%	0	0%	103
19. Staff helped me obtain the info I needed so that I could take charge of managing my illness.	66	62%	25	23%	14	13%	1	1%	1	1%	107
20. I was encouraged to use consumer run programs.	50	51%	26	27%	18	18%	3	3%	1	1%	98
<b>Quality and Appropriateness of Care</b>	<b>Domain Average:</b>		<b>1.50</b>								
11. I felt comfortable asking questions about my treatment and medications.	70	64%	32	29%	6	6%	0	0%	1	1%	109
17. I, not staff, decided my treatment goals.	59	56%	32	30%	12	11%	1	1%	2	2%	106
<b>Participation in Treatment</b>	<b>Domain Average:</b>		<b>1.54</b>								
21. I deal more effectively with my daily problems.	45	42%	41	38%	18	17%	3	3%	1	1%	108
22. I am better able to control my life.	45	42%	37	35%	19	18%	4	4%	1	1%	106
23. I am better able to deal with crisis.	42	39%	44	40%	18	17%	3	3%	2	2%	109
24. I am getting along better with my family.	47	44%	32	30%	23	21%	6	6%	0	0%	108
25. I do better in social situations.	39	37%	29	27%	28	26%	8	8%	2	2%	106
26. I do better in school and/or work.	26	33%	29	36%	21	26%	3	4%	1	1%	80
27. My housing situation has improved.	30	34%	25	28%	20	22%	10	11%	4	4%	89
28. My symptoms are not bothering me as much.	29	29%	35	35%	22	22%	13	13%	2	2%	101
<b>Outcomes</b>	<b>Domain Average:</b>		<b>2.03</b>								
29. I do things that are more meaningful to me.	40	37%	34	31%	26	24%	7	6%	1	1%	108
30. I am better able to take care of my needs.	35	32%	43	40%	24	22%	5	5%	1	1%	108
31. I am better able to handle things when they go wrong.	34	31%	41	38%	22	20%	8	7%	3	3%	108
32. I am better able to do things I want to do.	32	30%	40	38%	26	25%	6	6%	2	2%	106
<b>Functioning</b>	<b>Domain Average:</b>		<b>2.11</b>								
33. I am happy with the friendships I have.	45	41%	35	32%	17	16%	8	7%	4	4%	109
34. I have people with whom I can do enjoyable things.	47	44%	43	40%	8	7%	4	4%	6	6%	108
35. I feel I belong in my community.	29	28%	32	31%	28	27%	8	8%	5	5%	102
36. In a crisis, I would have the support I need from family or friends.	44	41%	44	41%	10	9%	3	3%	6	6%	107
<b>Social</b>	<b>Domain Average:</b>		<b>2.02</b>								